

EasyEntry Instruction Manual

English

EasyEntry Instruction Manual

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1. Requirements for Use

In order to start using the program after downloading it from our website (<http://www.amiendo.com/features/entry-management/easyentry/>), please ensure that:

- a webcam or barcode scanner is connected to the computer
- Java is installed (<http://www.java.com/de/download/manual.jsp>)
- internet access is available, if you wish to work online
- the participant list is available, if you wish to work offline

2. Opening the User Interface

EasyEntry does not need to be unpacked or installed; it can be opened by simply double-clicking the icon.

2.1 Work Online or Offline

The start-up screen displays two options:

1) Work Online:

Log in using your amiando username and password, which will allow you to access your online participant list. Click the “Next” button.

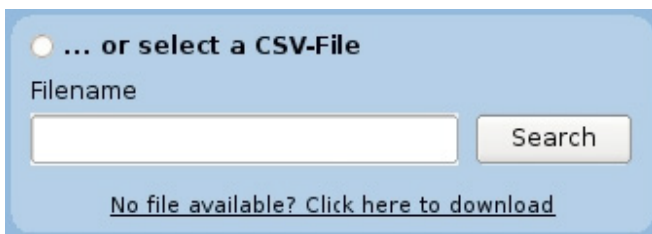


The screenshot shows a login form with a blue header bar containing the text "Login to amiando.com...". Below the header, there are two input fields. The first is labeled "amiando-Username" and contains the text "demo@amiando.com". The second is labeled "Password" and contains four asterisks "****".

The online mode may not be available, e.g. if EasyEntry is being used by a partner's website. In this case, please choose the offline mode and upload a participant list.

2) Work Offline:

It is also possible to upload a participant list from your hard drive by selecting “Search” and choosing a participant list/CSV-file. Click the “Next” button.



The screenshot shows a form with a blue header bar containing the text "... or select a CSV-File". Below the header, there is a "Filename" label followed by a text input field. To the right of the input field is a "Search" button. At the bottom of the form, there is a link that says "No file available? Click here to download".

If you do not have access to a participant list, you can download a list by simply clicking on the link under the box.

2.2 Choose between different EasyEntry Functions

You can choose between three functions:

1) Devalue tickets:

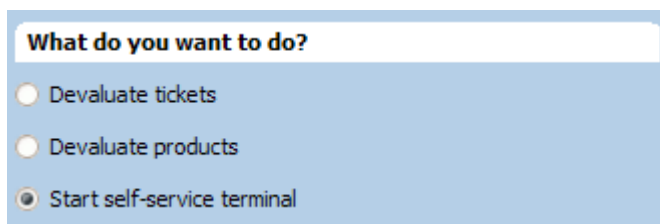
This option is for devaluating tickets upon entry. If you have various ticket categories, you can also decide which particular tickets you would like to devalue. The standard setting is that all categories will be devaluated.

2) Devalue products:

This option allows you to devalue various additional products, such as workshops. You can choose which products you wish to devalue at the relevant terminal.

3) Start terminal mode:

When you choose this option, you open a user surface at the relevant terminal. This allows participants to buy their own tickets (self-service terminal). The payment is carried out later on at a separate till.



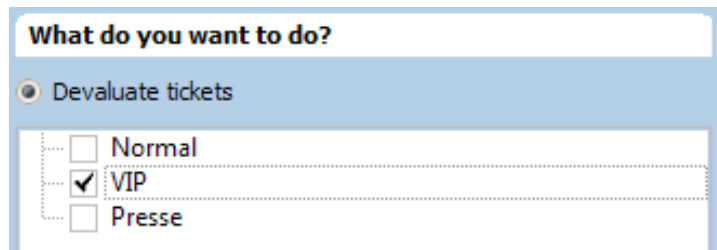
What do you want to do?

- ☐ Devalue tickets
- ☐ Devalue products
- ☒ Start self-service terminal

3. EasyEntry Main Menu

If you wish to devalue tickets at your EasyEntry Terminal, please start by selecting the option “Devalue tickets”. If you have various ticket categories, you can choose which categories you would like to validate.

Example:



What do you want to do?

☒ Devalue tickets

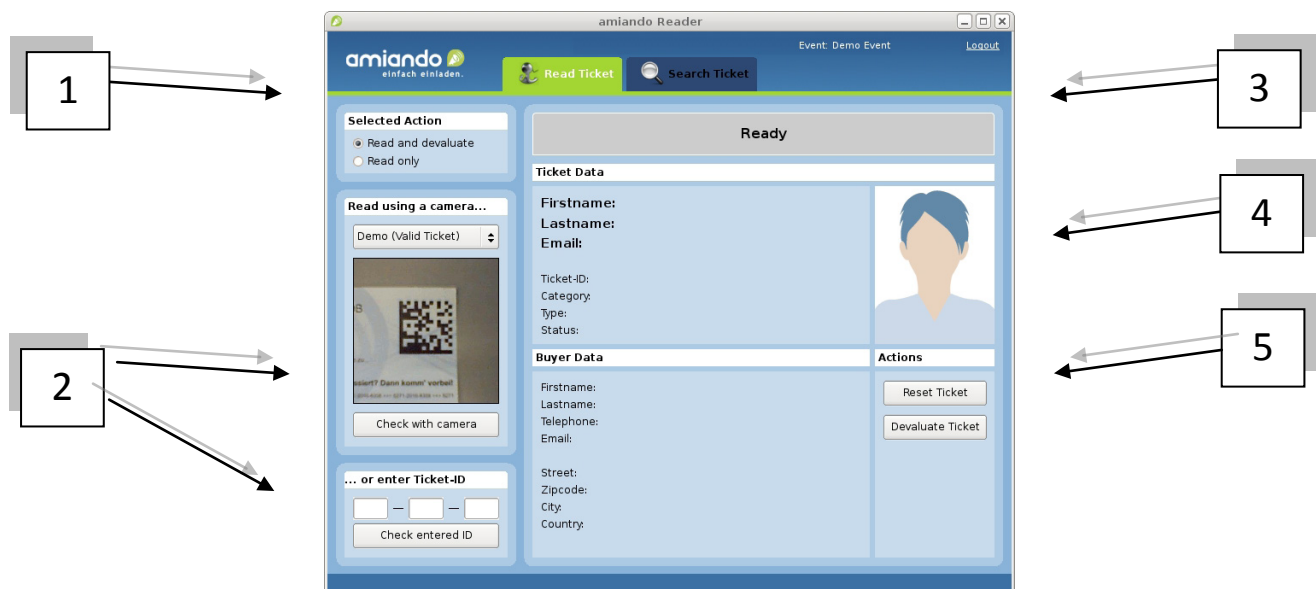
☐ Normal

☒ VIP

☐ Presse

Here you can devalue tickets by ticking the appropriate box, as seen in the example on the left. This could be useful, for example when you have a separate entrance for a group of guests.

3.1 How to Read and Devalue Tickets - General



In the main window, you now have the option of several different actions and can see whether a ticket is valid or has already been used.

Here is an overview of the available functions:

Point 1

Choose the option “Read and devalueate” or “Read only”.

Point 2

Check the ticket using either a webcam, a barcode scanner, or manually. More information can be found under 3.1.1

Point 3

The colour and text that appears in the box indicates the status of the ticket, where red = invalid, green = valid, etc.

Point 4

As soon as the ticket has been read, all the information relating to it will appear in the modules “Ticket Data” and “Buyer Data”, e.g. ticket category, status, purchasers’ details (name, address, etc.). This ensures reliable identification.

Point 5

Reset the ticket validity with a single click.

3.1.1 How to Read and Devalueate Tickets using a Webcam

Select the option “Read only”, hold the ticket in front of the camera so that the barcode is in focus, and click on “Check with camera”. The status of the ticket will now be displayed (valid/invalid/devaluated) as well as all the information relating to the ticket and the ticket purchaser. This process will not devalueate the ticket. This can be used to return a lost but valid ticket to its owner.

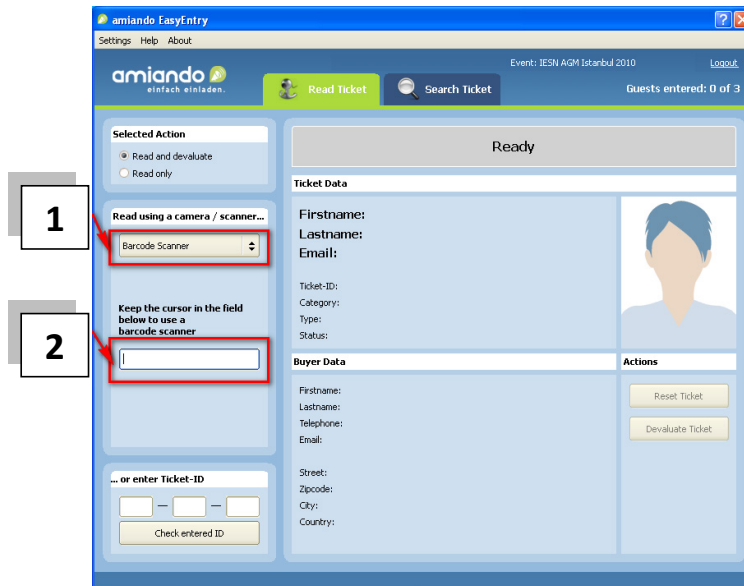
Select the option “Read and devalueate”, hold the ticket in front of the camera as described, and click “Check with camera”. The ticket has now been devaluated and cannot be used again unless it is reset.

If for some reason the camera is unable to read the barcode, you can enter the ticket-ID manually. Simply enter the 12-digit ID located on the bottom edge of the ticket in the relevant fields.

To devalueate the ticket manually, simply enter the 12-digit ticket-ID. The display will immediately indicate whether the ticket has already been used or not.

3.1.2 How to Read and Devalue Tickets using a Scanner

The same process applies to reading with a barcode scanner. Choose “Barcode Scanner” as shown in number 1 below. Please make sure that the cursor is in the correct field before using the scanner as seen in number 2 below. You can then scan the ticket.



If for some reason the scanner is unable to read the barcode, you can enter the ticket-ID manually. Simply enter the 12-digit ID located on the bottom edge of the ticket in the relevant fields.

If you are using a barcode scanner, select it from the list, click in the field below the text and start scanning. You can scan within a distance of 20 cm. This automatically devaluates the ticket. It cannot be used again unless it is reset.

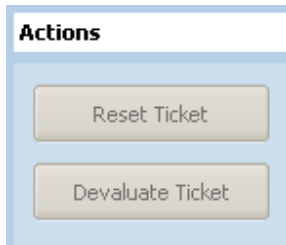
To devalue the ticket manually, simply enter the 12-digit ticket-ID. The display will immediately indicate whether the ticket has already been used or not.

3.1.3 How to Read and Devalue Tickets in Real-Time

In activating the real-time check under “Properties” (top left in the main window), you can reduce the time it takes to check tickets. This means that the ticket simply has to be held in front of the camera in order to be devaluated, without the need to click on the “Check Ticket” button.

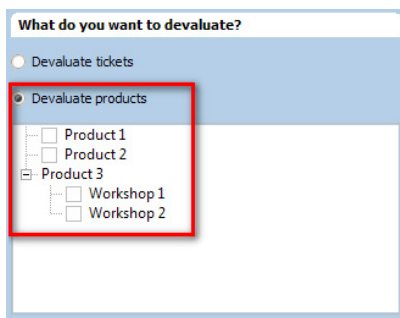
3.1.4 How to Reset Tickets

If you have accidentally selected the devalue mode and mistakenly devaluated a ticket, you can always reset the ticket and re-validate it.



3.2 How to Read and Devalue Products

Please note: The method used to read and devalue products is exactly the same as for tickets.



In the "Products" menu, you can read and devalue any additional products that you have sold alongside your event, for example "Participation in a workshop". Simply select the product that you would like to devalue.

You also have the choice whether you would like to "Read and devalue" the products or "Read only".

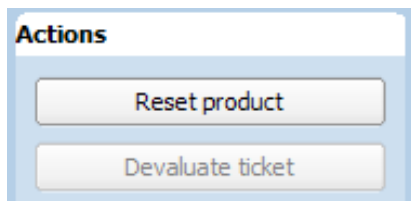


The following example shows clearly how the devaluation of products works:

You would like to devalue a number of different products at terminal 4, e.g. Product 1, Product 2, Workshop 1 and Workshop 2.

Once the ticket is scanned, the product is shown as devaluated, if the participant has purchased any one of these 4 products.

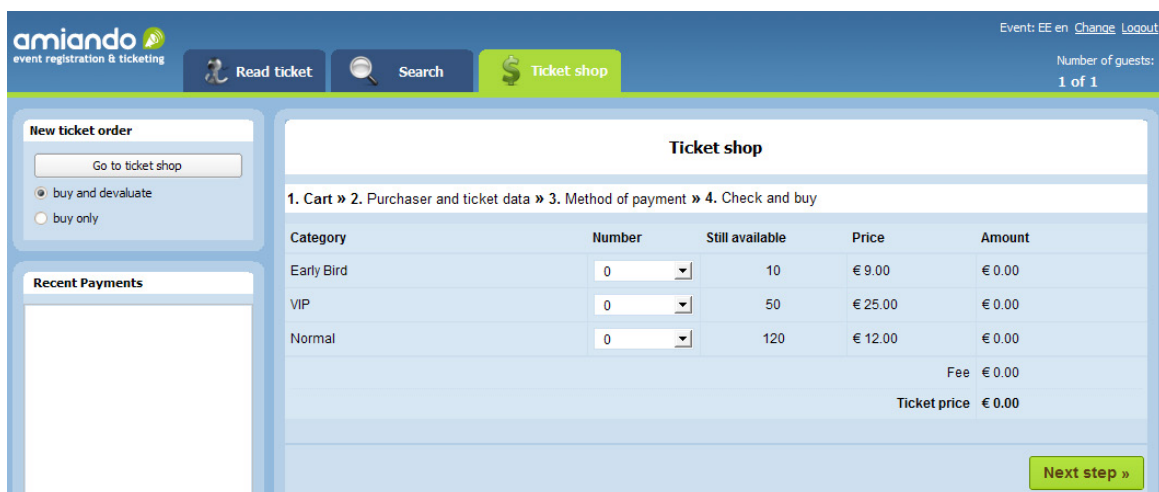
3.2.1 How to Reset Products



If you selected the "Read and devaluate" mode by accident and have incorrectly scanned a product as devaluated, you can always reset the product status and re-validate it.

3.3 Ticket Shop

If you click on the tab "Ticket Shop", you can sell tickets directly at the door. Simply click on "Go to ticket shop" and select whether you would like to just sell the tickets or whether the tickets should be sold and devaluated simultaneously. You have two options here "Buy and Devaluate" or "Buy Only". Now enter the number of tickets and click on "Next step". EasyEntry will guide you through the ticket purchase process.



The image shows the 'Ticket shop' interface. At the top, there's a navigation bar with 'amando event registration & ticketing', 'Read ticket', 'Search', and 'Ticket shop' (highlighted). On the right, it says 'Event: EE en Change Logout' and 'Number of guests: 1 of 1'. Below the navigation bar, there's a 'New ticket order' section with a 'Go to ticket shop' button and two radio buttons: 'buy and devaluate' (selected) and 'buy only'. To the left of the main content area is a 'Recent Payments' section. The main content area is titled 'Ticket shop' and contains a progress bar: '1. Cart » 2. Purchaser and ticket data » 3. Method of payment » 4. Check and buy'. Below the progress bar is a table with the following data:

Category	Number	Still available	Price	Amount
Early Bird	0	10	€ 9.00	€ 0.00
VIP	0	50	€ 25.00	€ 0.00
Normal	0	120	€ 12.00	€ 0.00
				Fee € 0.00
				Ticket price € 0.00

At the bottom right of the table area, there is a 'Next step »' button.

3.3.1 Self-Service Terminal

As soon as you select the option “Start self-service terminal”, you open up a Ticket Shop. However your participants are able to access this shop themselves. At this terminal, participants can buy their ticket themselves and then they go on to pay at the check-out. After a successful purchase, it will take 15 seconds before another purchase can be made.

Category	Number	Still available	Price	Amount
Normal	0	94	€ 3.00	€ 0.00
VIP	0	50	€ 6.00	€ 0.00
Presse	0	19	€ 10.00	€ 0.00
				Fee € 0.00
				Ticket price € 0.00

At the check-out you can look for the relevant open invoice, under the tab Invoice Search. The status of the order is “new”. If you click on the relevant order, you will be shown an overview. On this page you can print the name badge and the invoice and also mark the ticket as “paid”.

First name	Last name	Ticket type	Ticket-ID	print badge
test	Test	On site	6963-7004-0444	print badge

3.4 Print name badges for your participants

EasyEntry allows you to print name badges for your participants upon entrance.

3.4.1 Test print before the event

Ideally, you should carry out a print test of your name badges before the actual event takes place. Open EasyEntry and select the tab “Print options”, then click on “Test Print”.

If the name badges are being printed incorrectly, you will need to change the page set-up. Select the tab “Print options” and then “Page Set-up”. Here you can change the following:

- Size – Decide on the size of the name badges (A4, A5 etc.)
- Source – Choose the feeder tray of the printer
- Margins – Decide on the size of your page margins.

3.4.2 Printing name badges

Once the entry process of your event has begun, you have two possibilities for printing out your name badges:

1) Manually printing name badges:

After validating the tickets, select the tab named “print name badges”.

2) Automatically printing the name badges:

If you would like to save time, by printing off the name badges automatically after scanning the tickets, begin by selecting the tab “print options” and then click on the option “print name badge after validation”. The name badges will then be printed off automatically after each ticket scan.

3.5 Search Function

If you would like to search for a ticket, click on the tab “Search” in the main window. You can do a simple search here, for example by entering the name of the ticket holder.

If this doesn’t produce a search result or too many names are displayed, you can switch to the “Advanced Search” mode.






Bear in mind that the more information you enter, the more precise the search results will be. Double-click on the search result to see all of its details. If you need to make changes to a participant’s information, e.g. if a name has been misspelt, simply click on “Edit data”. You can also scroll through the other search results by clicking on the arrow displayed.

A further search function is the “Invoice Search”. This function allows you to quickly search open invoices. The status of an open invoice is “new”. Furthermore, by double-clicking, you will be able to see all the information you need, print the invoice and name badges and mark the account as paid.

4. Troubleshooting

4.1 Using a Webcam

There are various reasons why your camera may be unable to read the barcode:

Problem		Solution
Only half of the barcode was held in front of the camera.		Hold the full barcode directly in front of the camera.
The barcode was held upside down in front of the camera.		Hold the barcode the right way up in front of the camera.
The barcode is damaged, smudged or creased and is illegible.		Enter the ticket ID to devalue the ticket or search for the ticket holder information.
Part of the barcode is in shadow.		Readjust your light source or hold the ticket differently.
The lighting conditions prevent the barcode from being read.		Scan in a better-lit area.

4.2 Using a Barcode Scanner

- Safety notice: Never look directly into the laser beam, even if you think the scanner is not active.
- Please ensure that you carried out step 1.1 “Activating your barcode scanner” according to the EasyEntry instructions.
- You purchased your barcode scanner through amiando and your keyboard is an AZERTY keyboard (* please see <http://en.wikipedia.org/wiki/AZERTY>).

You may need to print the bar code below and scan it to activate your scanner.



- Should you encounter further difficulties with your barcode scanner, please consult the scanner’s user guide.

amiando uses the “2of5 Interleaved Barcode” on the amiando tickets.

Please look at your barcode scanners’ user guide to enable your scanner for “2of5 Interleaved Barcode”, or try completely resetting the scanner by scanning the “reset barcode” in your user manual.

- If the Metrologic MS 9590 Scanner is no longer working, please print this page and scan the following codes one after the other:

1) Enable Factory Defaults



2) Recall Defaults



*You can also find the codes in the “Metro Select® Configuration Guide” on page 23-1.

5. Support

Should you require any assistance while using EasyEntry or have additional questions regarding its functions, please do not hesitate to contact us:

- Call our free customer hotline: 0800-AMIANDO (0800-2642636)
- Send an email to our support team: support@amiando.com

Please don’t forget to include the name of your event along with your customer number, if applicable.

We hope you have a great event!